

# At Home

## TREE OF MEMORIES

*Holiday ceremonies help families honor lost loved ones*

The HomeCare & Hospice Foundation is taking orders for ornaments, in advance of the 18th Annual Tree of Life ceremonies.

Tree of Life is a wonderful opportunity for persons who have experienced loss to memorialize a family member or friend during the holiday season.

This year's ornament is a beautifully designed pewter heart with glitter and can be engraved to bear the name of a loved one. The ornament is available for a suggested donation of \$15, with engraving, shipping and handling included.

Additional options include giving an ornament as a gift or purchasing a memory tag, with a written name, for \$5. An order form is included with this newsletter.

Orders must be received by Nov. 15 to ensure availability for the Tree of Life ceremony. Trees will be displayed throughout the holiday season. Ornaments hung on the Tree of Life can be taken home after the ceremony or they will be mailed in January.

Ceremonies are planned in six locations:

### **Little Valley**

VFW Post 8734  
5460 Route 353  
5:30 p.m. Monday, Dec. 2

### **Batavia**

GO ART!/Sweet Ecstasy Bakery  
201 E. Main St.  
5:30 p.m. Wednesday, Dec. 4

### **Wellsville**

David A. Howe Memorial Library  
155 N. Main St.  
5:30 p.m. Thursday, Dec. 5

### **Arcade**

Fire Hall, 145 North St.  
12:30 p.m. Saturday, Dec. 7

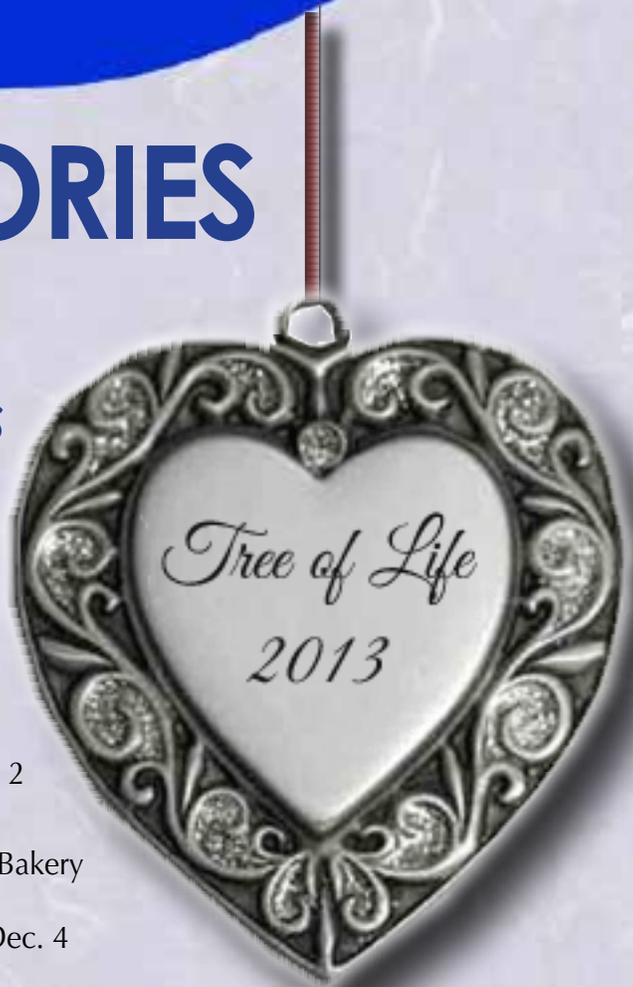
### **Olean**

Total Senior Care  
519 N. Union St.  
1 p.m. Sunday, Dec. 8

### **Warsaw**

Five Star Bank, 55 N. Main St.  
5:00 p.m. Thursday, Dec. 12

Also available are a limited number of Classic Tree of Life ornaments from years past. These ornaments can be purchased and engraved at



***This year's engravable Tree of Life keepsake ornament is a beautifully designed pewter heart with glitter.***

the special price of \$10. While the Classic Ornaments will not be hung on the Tree of Life, they can be picked up or mailed with 2013 ornaments.

For more information or an order form, contact Rosemary Conroy at 1-800-719-7129 in Allegany or Cattaraugus counties, or Linda Cummings at 1-877-277-2615 in Genesee or Wyoming counties.

Ornaments can also be ordered online at [homecare-hospice.org](http://homecare-hospice.org).

## From the CEO



CAROL L. MAHONEY, CEO

As an organization, we continually strive to improve and enhance the home health and hospice care that we provide to our patients and their families every day. We also aim to offer a variety of services that meet the needs of those in our service areas. With those visions in mind, HomeCare & Hospice launched a palliative care program this past summer known as "Comfort Partners."

With an estimated 90 million Americans known to be living with serious and life-threatening illnesses, there is a clear need for palliative care services and programs in our country. The Western New York region is no different. Our "Comfort Partners" program will allow us to care for a new and growing number of patients who suffer from chronic diseases and who are not yet in need of, or ready for, hospice care.

A complete summary of the "Comfort Partners" program can be read on page 3 of this issue. If you feel that a senior friend or loved one could benefit from our palliative care program, we encourage you to discuss it with that individual and their primary care provider. "Comfort Partners" not only benefits patients with serious illnesses but also provides needed relief and support for family caregivers.

As we further develop our care services, we are also evolving in the digital world. We are nearing the completion of a website redesign that will enhance our abilities to connect with patients, families, volunteers, fundraisers and anyone else in the community who may be interested in HomeCare & Hospice services.

The new website, featuring an easy-to-navigate design and engaging images and text, will also help us tell the many wonderful stories of our hard-working personnel and volunteers, as well as promote our various fundraising events. Visit [www.homecare-hospice.org](http://www.homecare-hospice.org) soon to explore the new and improved website.

While we embrace positive change, we also find comfort in those people, places and events we encounter on a regular basis. Our "Tree of Life" celebration is a mainstay for HomeCare & Hospice. This year marks the 18th annual Tree of Life ceremonies, honoring the memory of loved ones and helping us to keep them close in our lives during the holiday season.

This year's ornament for engraving is a pewter heart. A heart symbolizes many different things. Some may see the heart as a symbol of sympathy and compassion, while others may view it as courage and resolution. Of course, the heart is most closely associated with love and affection. All of these characteristics of heart are synonymous with the mission and work of HomeCare & Hospice and the relationships we share with our patients and their families.

We see quite bit of heart during each of our fundraising campaigns. As we plan for our Tree of Life ceremonies that will take place in six locations throughout the region in December, we remember the gracious generosity and dedication of those who organized and participated in the Hospice Walk in May. The annual event raised more than \$31,000 – breaking all records over the Walk's 17-year history.

As the holidays approach, we give thanks to all of you who make it possible for HomeCare & Hospice to provide the latest and most advanced services in our communities each and every day. Warmest wishes to all.

-- Carol L. Mahoney, CEO



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<http://www.homecare-hospice.org>



A United Way Member Agency

## At Home

is the quarterly newsletter  
of HomeCare & Hospice

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# HomeCare & Hospice expands reach

Organization adds palliative care to stable of programs

Joining an emerging component of health care in the United States, HomeCare & Hospice has developed and instituted its own palliative care program.

The program, known as “Comfort Partners,” is geared toward patients who are not yet ready for hospice care and will allow the HomeCare & Hospice organization to provide care for a class of patients that it could not reach in the past.

“It’s a movement in the country to try to reach those people that are kind of in the cracks of care,” said Director of Clinical Services Kate Miller. “They either may not be ready or eligible for hospice care and they also may not be eligible for certified care. This is a much broader admission criterion that will allow our people to go in and at least help patients make some decisions about their care.”

Palliative (pronounced pal-lee-uh-tiv) care is a medical specialty that addresses a patient’s physical, psychological, social and spiritual needs when facing serious illness. The focus of care is on alleviating symptom burdens and promoting quality of life for patients living with a chronic, often progressive condition.

“Comfort Partners” provides services to patients in their homes using an interdisciplinary care team of nurses, social workers and spiritual staff, along with palliative care physician consultation. The care team works in



## Comfort Partners care offers:

- ▶ **Open and supportive discussions about treatment choices and symptom management**
- ▶ **Emotional support for the patient and family**
- ▶ **24/7 telephone access to a registered nurse**
- ▶ **Social work visits to help access community support services**
- ▶ **Coordination of care with primary care physicians**
- ▶ **Regular phone contact to monitor the patient’s condition and answer questions.**

concert with the patient’s physician to coordinate and case manage care.

With the in-home services provided through “Comfort Partners,” patients and their families learn strategies for living with chronic disease and receive help with advance care planning. The objective of the new program is to provide care at the right time in the right setting and help prevent unnecessary hospital and emergency room visits.

“Our palliative care program is an extra step of management of a patient, another set of eyes looking at their medicines, looking at how they’re

doing, seeing what they’re needs are and making recommendations to their primary care physician,” Miller said.

To be eligible for palliative care offered by HomeCare & Hospice, a patient must be facing a serious progressive illness, including, but not limited to: cancer, Chronic Obstructive Pulmonary Disease (COPD), Congestive Heart Failure (CHF), progressive neurological disorders, advanced Alzheimer’s disease or other forms of dementia, end stage renal disease or seriously debilitating stroke.

The “Comfort Partners” care program was developed in association with Independent Health and is limited to Independent Health Medicare Advantage members or those willing to pay privately. Miller, however, anticipates that other payers will eventually contract with “Comfort Partners” for their enrollees.

“In the health care system,” Miller said, “palliative care is a growing level of care. As a new program it’s not paid for routinely yet by insurers. It’s kind of like hospice was years ago when it wasn’t always covered by insurance companies. It’s pretty rare now to find an insurance that doesn’t cover hospice, and I expect the same future for palliative care.”

To learn more about the “Comfort Partners” program, please contact Kate Miller at 716-372-2106 or 800-719-7129.

# Hospice Walk shatters records

## Annual event raises more than \$31,000

OLEAN – More than \$31,000 was raised on Saturday, May 18 at the Hospice Walk – shattering all records for the event's 17-year history.

The three-mile walk along the Allegany River Trail benefited the HomeCare & Hospice Foundation. Proceeds will be used to provide hospice services for patients in Allegany, Cattaraugus, Genesee and Wyoming counties. The event was co-sponsored by St. Bonaventure University and WPIG.

A total of 175 walkers were registered, according to HomeCare & Hospice Development Manager Linda Cummings.

"This has been my best experience yet at HomeCare & Hospice, and I am so touched by all the hard work and dedication of the families and individuals who made it a competitive yet fun-spirited event. They never forgot why they were there, who they were raising funds for, or how important the mission is. For that, we here at HomeCare & Hospice are so thankful and appreciative," said Ms. Cummings.

Top pledge-earners included: Sandy Bagley, of Cuba; Jean Hirsch of Portville; Michelle VanSickle, of Cuba; Jackie Falk, of Olean; Debra Hammond-Sisson, of Bolivar; Suzy Roblee, of Farmersville Station; and HomeCare & Hospice Chief Executive Officer Carol Mahoney.



**ABOVE:** The top six Hospice Walk 2013 fundraisers were, from left: Sandy Bagley (\$1,720), Jean Hirsch (\$1,658), Michelle VanSickle (\$1,565), Jackie Faulk (\$1,162), Debra Hammond-Sission (\$1,115), and Suzy Roblee (\$1,070). **BELOW:** The WPIG mascot walks with three of the 175 event participants.



Prizes awarded to top pledge-earners on the morning of the walk included: a 40-inch flat screen television donated by Besecker & Coss, two season tickets to St. Bonaventure University Men's Basketball; two season tickets to St. Bonaventure University Women's Basketball; a Galley Plus 6 set of Cutco knives, a three month-membership to the Olean or Bradford YMCA.

Walkers who raised over \$50 in pledges were entered into a drawing for additional prizes

donated by local businesses. In addition to raising funds, the event also serves to spread the word about hospice services.

"Hospice services make such a difference in the lives of patients and families facing end-of-life issues. Hospice can manage symptoms so that patients can make the most of their time. It also provides relief and support for family caregivers. HomeCare & Hospice is the only Medicare-certified provider of these services in Allegany, Cattaraugus, Wyoming and Genesee counties," said Ms. Cummings.

Walk sponsors include: WPIG, Besecker & Coss, Cutco, Olean Medical Group, Community Bank N.A., Potter Lumber Company, Both Branch & Hendrix, Inc., Great Lakes Cheese, Rinker Oil, Fillmore & Fischer Pharmacy, Fox Financial, Portville Dental, PLLC; and Pulaski Club of Olean.

# Up to the 'Challenge'



**Runner Jim Mollosky achieved first place with 52 laps at the Uphill Challenge and Walk for Hospice on June 16.**

## *Uphill Challenge and Walk raises funds for hospice care*

BATAVIA - Runners and walkers didn't let gray skies keep them from participating in the Uphill Challenge and Walk for Hospice on June 16 at Polarwave Snowtubing.

The event raises funds for the HomeCare & Hospice Foundation. Runners competed individually or as two-person relay teams to see who could make the most trips around the snowtubing course, while walkers traveled a ground-level track.

In the Solo Runner Division, Jim Mollosky of Amherst took first place with 52 laps; while Wendy Cody of Churchville achieved second place with 28 laps and Anne Daigler of Kenmore came in third with 24 laps.

Winners in the Father/Son Division were Stefan and Ashton Charvella of Fairport, who came in first place with a combined 36 laps, and Brian and Parker Kemp of Batavia, who earned second place with 33 laps.

In the Open Co-ed Division, Sarah Wilcox of West Henrietta and Brian Schnitter of East Amherst made a combined 51 laps around the course to earn first place, while Suzanne Macauley and Jacob McManus of Rochester took second place with 46 laps.

In the Open Women Division, Kristin Janes and Trish Pineda of Attica achieved 28 laps and were awarded first place.

# Employees, volunteers honored during 28th Annual Awards Event

DELEVAN – The achievements of HomeCare & Hospice and Total Senior Care employees and volunteers were celebrated at the 28th Annual Awards Event on May 3 at The Delevan Firemen's Training Center.

Honored with a Daniel O'Keefe Memorial Award for their service to the hospice patients were Dr. Andrew Call of Alfred, in the Community Provider category; and Arthur Couchman of Scio, in the Hospice Volunteer/Caregiving Staff category. Cynthia Hitchcock, of Allegany, was named Helen Northrup Caregiver of the Year.

Volunteer Lew Wagner, of Machias, was presented with The HomeCare & Hospice Guild Norma Hollander Memorial Award.

Several employees and volunteers took home I. C.A.R.E. Awards named for the organization's Core Values. Winners include:

**Integrity:** Lisa Boyer of Batavia, Dianne Burnham of Wyoming, Ronda Ehman of Great Valley, Maria Enix of Salamanca, Michelle Manning of Cattaraugus, Heather Walsh of Bolivar, Peggy Windsor of Olean.

**Compassion:**

Mitzi Carli of Batavia, Anne Davis of Salamanca, Joan Deppa of Salamanca, Peggy Gillespie of Olean, Carol McLaughlin



**Among those honored for milestones in years of service during the annual Awards Event were, from left, Home Health/Hospice Aide Laura Gunsolus (5 years); Chief Financial Officer Sue Nelson (25 years); Nursing Services Manager Deb Browne (10 years); and Volunteer Coordinator Patricia Meek (10 years).**

of Perry, Melody Zampogna of Portville.

**Accountability:** Sharon Bieber of South Wales, Tammy Gardiner of Olean, Darlene Hendershot of Salamanca, Laura Howard of Olean, David Phenes of Batavia, Patricia Rowbottom of Batavia.

**Respect:** Linda Clark of Batavia, Marcia Henderson of Cuba, Eric Six of Castile, Russell Smith of Shinglehouse, Pa.

**Enthusiasm:** Tanessa Armour of Olean, Diane Clayson of Cuba, Monica Meerdink of Olean, Frances Pattage of Portville, Jane Perry of West Bloomfield.

Other awardees included Nancy Miller for outstanding academic achievement in the personal care aide training course and Diane

Buckley for outstanding academic achievement in the home health aide training course.

In addition to honoring individuals for excellence in service, the agency recognized the following employees and board members for years of service:

**25 Years of Service** - Susan Nelson of West Valley.

**20 Years of Service** - Ellen Gasper of Little Valley and Carol McLaughlin.

**15 Years of Service** - Frances Pattage.

**10 Years of Service** - Paula Baker of Warsaw, Deborah Browne of Warsaw, Patricia Meek of Warsaw, Kimberly Walker of Wyoming.

**See AWARDS EVENT, pg. 7**

## November is HomeCare & Hospice Month

November is National Home Care Month and National Hospice Month, a time to recognize home care patients, hospice patients, family caregivers and the thousands of dedicated health care workers who serve them nationwide.

During this special time, HomeCare & Hospice has planned a number of activities to recognize the efforts of employees and volunteers. The agency is also looking for some help from "At Home" readers to spread the word, through social media, about the needed services we provide, the events which honor loved ones, and opportunities we offer to join our team as an employee or volunteer.

Following and sharing our posts on Facebook and Twitter helps us spread our message. Visit [www.homecare-hospice.org](http://www.homecare-hospice.org) and click on the "Find us on Facebook" button to reach our page. Click the "Like" button to follow our posts. You can also follow Home Care & Hospice on Twitter.

## AWARDS EVENT, continued

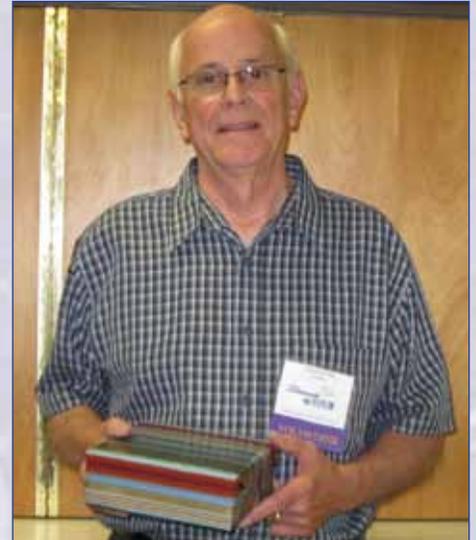
**5 Years of Service** - Ginger Esten, Laura Gunsolus, Laura Howard, Sally Macaluso; Sandra Tobola.

Community Care of Western New York Board Members Michael F. MacWilliams and Pierre Dionne, M.D. were recognized for five years of service to Total Senior Care.

Cynthia England of Little Valley, Diane Johnson of Silver Springs, Carolyn Schapp of Little Valley, Lucinda Perrine of Silver Springs, and James Pullano of Perry, who retired during the past year, were also recognized for their service.

Volunteers also received awards. Recognized for cumulative hours of service were:

**100 Hours** - Arthur Couchman, Beverly Germack of Olean, Linda Harrington of Limestone, N. Anne Martin of Cattaraugus, Marjorie Wagner of Machias,



**Norma Hollander Memorial Award winner Lew Wagner.**

Melody Zampogna.

**200 Hours** - Arlene Jones of Batavia, Lois McLaughlin of Olean, John Roll of Pavillion.

**400 Hours** - Mitzi Carli of East Bethany.

**600 Hours** - Verla Smith of Attica

**800 Hours** - Mary Jane Smith of Allegany.

## SWNY-NWPA tourney donates \$8,500



HomeCare & Hospice Foundation was one of two local organizations that received \$8,500 from the 77th annual Southwestern New York-Northwestern Pennsylvania Men's Amateur Golf Tournament. Pictured, from left, are Rehabilitation Center Chief Operating Officer Mari Howard, tournament committee member Kyle Henzel and HomeCare & Hospice Development Manager Linda Cummings.

**HomeCare & Hospice**  
1225 West State St.  
Olean, NY 14760



Today, *make a difference.*

***Belief Statement***

We believe that HomeCare & Hospice:

- Offers essential care to our community;
- Combines dignity and comfort with compassion to create, strengthen and extend a supportive environment to our community;
- Recognizes integrity as the central element of every human interaction;
- Maintains an obligation to assure services into the future;
- Values and respects its employees and volunteers; and
- Enriches and respects quality of life for all.

***From that belief emanates this vision...***

It is the vision of HomeCare & Hospice to exceed the expectations of our community. As a result, we will be viewed as the premier choice for home care and hospice services, education, support and employment.

***Today, make a difference.***

**[www.HomeCare-Hospice.org](http://www.HomeCare-Hospice.org)**

**HomeCare & Hospice**

1225 W. State St., Olean, NY 14760

**INFORMATION REQUEST**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_

I am interested in learning more about the following

- Hospice Care/Services       Home Care Services
- Hospice Friends               Memorials
- Financial Support               Planned Giving
- General Information About This Organization
- How I can help by volunteering

- Please ADD someone I know to your mailing list (name and address attached).
- Please CORRECT my information as per the enclosed mailing label.
- Please REMOVE my name from your mailing list.
- Please SEND only one copy to this address.

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